



Oifig anStiúrthóir
An tSeirbhís Náisiúnta,

Foirgneamh Aibhneacha, Crosbhóthar
Thamhlachta, Tamhlacht,
Baile Átha Cliath D24 XNP2

Office of the Director
National Ambulance Service

Rivers Building, Tallaght Cross
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Ref: WM/PQ's/220728

26th July 2022

Deputy Claire Kerrane
Dáil Éireann
Leinster House
Dublin 2

PQ39064/22

To ask the Minister for Health the average response time of National Ambulance Service category 1 delta calls for Roscommon in 2021 and to the end of June 2022; the average call wait time as a percentage of the KPI for a delta call broken down by month in tabular form; and if he will make a statement on the matter. -Claire Kerrane

PQ39066/22

To ask the Minister for Health the average response time of National Ambulance Service category 2 bravo calls for Roscommon in 2021 and to the end of June 2022; the average call wait time as a percentage of the KPI for a bravo call broken down by month in tabular form; and if he will make a statement on the matter. -Claire Kerrane

PQ39060/22

To ask the Minister for Health the number of calls that the National Ambulance Service responded to in Roscommon in 2021 and to the end of June 2022, broken down by call type in echo, delta, charlie, bravo, alpha and omega in tabular form; and if he will make a statement on the matter. -Claire Kerrane

PQ39063/22

To ask the Minister for Health the average response time of National Ambulance Service category 1 echo calls for Roscommon in 2021 and to the end of June 2022; the average call wait time as a percentage of the KPI for an echo call broken down by month in tabular form; and if he will make a statement on the matter. -Claire Kerrane

PQ39065/22

To ask the Minister for Health the average response time of National Ambulance Service category 2 charlie calls for Roscommon in 2021 and to the end of June 2022; the average call wait time as a percentage of the KPI for a charlie call broken down by month in tabular form; and if he will make a statement on the matter. -Claire Kerrane

PQ39067/22

To ask the Minister for Health the average response time of National Ambulance Service category 3 alpha calls for Roscommon in 2021 and to the end of June 2022; the average call wait time as a percentage of the KPI for an alpha call broken down by month in tabular form; and if he will make a statement on the matter. -Claire Kerrane

PQ39068/22

To ask the Minister for Health the average response time of National Ambulance Service category 3 omega calls for Roscommon in 2021 and to the end of June 2022; the average call wait time as a percentage of the KPI for an omega call broken down by month in tabular form; and if he will make a statement on the matter. -Claire Kerrane





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Dear Deputy Kerrane,

The Health Service Executive (HSE) National Ambulance Service (NAS) has been requested to reply directly to you in the context of the above Parliamentary Questions, which you submitted to the Minister for Health for response.

NAS is the statutory Pre-Hospital emergency and intermediate care provider for the state. In the Dublin metropolitan area, ambulance services are provided by the NAS and Dublin Fire Brigade (DFB).

The call taking and dispatch function is operated by the NAS National Emergency Operations Centre (NEOC) which operates across two sites, Dublin and Ballyshannon. All NAS resources are dispatched to calls across the country from the NEOC on a nearest available (to the incident) basis and not on a county boundary basis.

As you are aware NAS report monthly on Echo and Delta call activity, category 1 (– life threatening – cardiac or respiratory arrest or life threatening other than cardiac or respiratory arrest) calls on as per Health Information and Quality Authority (HIQA) recommendations. We do not publish reports on category 2 or 3 calls and we also do not report on a county by county basis.

Please see the spreadsheet enclosed in relation to the number of calls for AS1 – 112/ 999 emergency and urgent calls AS2 - Urgent calls received from a general practitioner or other medical sources, average response time in 2021 to June 2022 and percentages of Echo and Delta incidents responded to in 18minutes 59 seconds or less nationally.

I trust this information is of assistance.

Yours sincerely

William Merriman
Deputy Director
National Ambulance Service





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Total AS1 & AS2 Calls

	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
National	32,017	24,639	27,113	28,106	29,562	30,747	32,887	32,015	31,541	31,807	30,012	33,511
North Leinster	10,195	8,229	9,072	9,264	9,802	9,823	10,032	9,938	9,860	10,028	10,273	10,725
Dublin Fire Brigade	6,220	5,486	6,050	6,233	6,446	6,831	7,228	6,962	6,802	7,206	6,738	7,042
South	7,350	5,315	5,956	6,253	6,572	6,867	7,250	7,230	7,080	6,911	6,872	7,418
West	8,252	5,609	6,035	6,356	6,742	7,226	8,377	7,885	7,799	7,661	7,383	8,326

	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
National	31,412	29,371	33,619	31,467	32,905	32,161
North Leinster	10,672	9,653	11,008	10,043	10,582	10,151
Dublin Fire Brigade	6,492	6,239	6,955	6,842	7,102	6,884
South	6,930	6,533	7,485	7,036	7,285	7,205
West	7,318	6,946	8,171	7,546	7,936	7,921



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Average Response

Category 1 Average response times (hh:mm)

<u>2021</u>	
<u>EAST</u>	<u>00:19</u>
<u>MIDLANDS</u>	<u>00:25</u>
<u>MID-WEST</u>	<u>00:22</u>
<u>NORTH EAST</u>	<u>00:23</u>
<u>NORTH WEST</u>	<u>00:21</u>
<u>SOUTH EAST</u>	<u>00:28</u>
<u>SOUTHERN</u>	<u>00:26</u>
<u>WEST</u>	<u>00:24</u>

<u>2022 Jan - June</u>	
<u>EAST</u>	<u>00:21</u>
<u>MIDLANDS</u>	<u>00:28</u>
<u>MID-WEST</u>	<u>00:23</u>
<u>NORTH EAST</u>	<u>00:23</u>
<u>NORTH WEST</u>	<u>00:21</u>
<u>SOUTH EAST</u>	<u>00:31</u>
<u>SOUTHERN</u>	<u>00:30</u>
<u>WEST</u>	<u>00:24</u>



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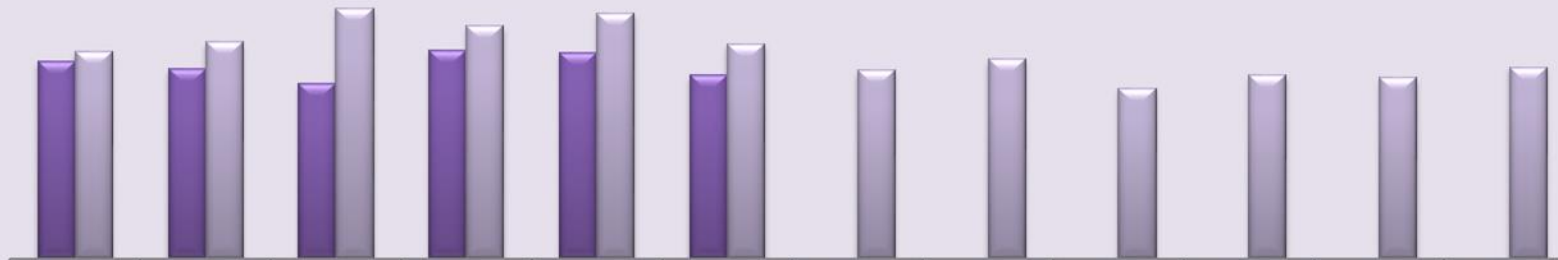
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Percentages

National % of Clinical Status 1 ECHO incidents responded to within 18 minutes and 59 seconds or less



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
■ National 2022	73%	72%	70%	75%	75%	71%	0%	0%	0%	0%	0%	0%
■ National 2021	75%	77%	82%	79%	82%	76%	72%	74%	69%	71%	71%	72%



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National % of Clinical Status 1 DELTA incidents responded to within 18 minutes and 59 seconds or less

